

April 6th , 2023

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**VEHICLE DEFECT
OWNER NOTIFICATION LETTER**

IMPORTANT SAFETY RECALL

This notice applies to your Demers Ambulance, VIN:

[REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

[REDACTED]

US

Subject: Rear Step Plates / Safety Recall Notice 23V117

Dear Demers Ambulance Owner:

Demers Ambulances has determined that a defect, related to motor vehicle safety exists in certain Demers ambulances regarding the rear step plates supporting the rear step.

You are receiving this notice because our records indicate that you may have purchased a vehicle equipped with potentially improper welded plates.

Improper welded plates holding the rear step may fail under the weight of an individual climbing up or stepping down the rear of the vehicle using the rear step.

The safety risk may occur when using the rear step. The rear plates must either be properly welded or permanently reinforced with an additional plate with bolts and nuts to eliminate the safety risk. Plate failure may result in falls and injuries.



WHAT YOU SHOULD DO:

1. DEMERS HIGHLY RECOMMENDS TO NOT USE YOUR VEHICLE UNTIL IT IS CORRECTED.

2. PERFORMING THE REWORK TO ADDRESS THE DEFECT

Demers Ambulance Manufacturer Inc. will remedy the defect without charge to the vehicle owner.

Demers Ambulance dealers will be positioned to remedy the defect on and after April 30th 2023.

The remedy will require that two (2) holes be drilled in bumper structure and the installation of an additional plate safely secured to the current plate and the rear bumper, and should be completed by a qualified technician within 1 hour.

IF YOU HAVE HAD TO ALREADY CORRECT THIS DEFECT ON YOUR OWN:

Demers has a program for reimbursing owners for pre-notification remedies. If you have already paid to remedy the defect explained in this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with a defect. To obtain information about reimbursement call or email Demers as indicated above to learn about:

- limits on the time period in which the repair or replacement of the recalled vehicle or equipment must have occurred;
- necessary documentation that must be submitted to obtain reimbursement;
- how to submit a claim for reimbursement of a pre-notification remedy;

The Demers Ambulance contact information is as follows:

- Phone: 1-800-363-7591 ext. 241 for Customer Care - 8:00 a.m. – 5:00 p.m. EDT
- Email: warranty@demers-ambulances.com

CONTACTING NHTSA:

You may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>, if you believe that:


- (A) The manufacturer, distributor, or dealer has failed or is unable to remedy the defect or without charge.
- (B) The manufacturer has failed or is unable to remedy the defect without charge within a reasonable time, which is not longer than 60 days in the case of repair after the owner's first tender to obtain repair following the earliest repair date specified in the notification, unless the period is extended by Administrator.

OBLIGATION TO NOTIFY LESSEE

Any *lessor* who receives this notification must send a copy of this notice to the lessee.

Commitment to safety, quality and respect for the customer are our highest priorities. Please accept our sincere apology for any inconveniences that may result from the above notice.

Sincerely,



Steven Hoffrogge
President, Canada
Demers Braun Crestline